

29 September 1970

MEMORANDUM FOR THE RECORD

SUBJECT: Maintenance on VST 2000

1. A VST 2000 CRT terminal was recently made available to us for use by the Office of Security. A technical problem developed after its installation and the following events have taken place:

a. On Thursday, 24 September, at approximately 1500 hours, I call Mr. Anthony Faiola of INSTRUCOM, Incorporated, to report the problem and request service. He was not in his office but the answering service said they would tell him I called and my call would be returned. He did not return the call on this date.

b. On Friday, 25 September, after attending school in the morning, I returned to this office to find that Mr. Faiola had still not returned my call. I called again and again got the answering service. She said she had just given him my message from yesterday and that I should be hearing from him shortly. Mr. Faiola finally returned my call at approximately 1400 hours. I briefed him on the problem and he said he would be out in a couple of hours. Mr. Faiola arrived here at approximately 1600 hours. After investigating the problem, he determined that he was not trained enough to proceed further and advised that Mr. Paul of DATA ACCESS SYSTEMS would fly in from Philadelphia first thing Monday morning. I told Mr. Faiola to have Mr. Paul contact [] upon arrival and [] would handle the matter from there.

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25X1 c. [] got a call at 1100 hours Monday, 28 September advising him that Mr. Paul no longer worked for the company and the other maintenance man had been injured and was unavailable but that they would send a man from the factory first thing Tuesday morning, 29 September.

d. Mr. Faiola called at approximately 1100 hours today and asked whether I had been contacted by someone from the plant who was supposed to service the VST 2000. I told him we had yet to receive any calls up to that time. He said he would check into it and get back to me this afternoon.

2. If this is a sample of normal response time to maintenance requests, then we have a problem.

[]
Special Assistant
Operations Division

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